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# EMERGENCY RESPONSE PLAN

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## I. INTRODUCTION

### Purpose

The purpose of this Emergency Response Plan is to establish policies, procedures and an organizational hierarchy for response to critical incidents. A critical incident is defined as an extraordinary event that places lives and property in danger and requires the commitment and coordination of numerous resources to bring about a successful resolution.

This plan describes the role and operation of the departments and personnel of Mount Mary University during emergencies resulting from fires, flooding, storms, active shooter, hazardous material incidents and other potential emergency situations.

This plan assists emergency responders and staff in performing essential emergency response functions that will save lives; prevent, minimize and repair damage; and ensure continuity of operations, so that essential services may continue to be provided to the college community.

### Scope

This Emergency Response Plan guides the response of appropriate Mount Mary University personnel and resources during a critical incident involving the university. It is the official Emergency Response Plan for the university. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan.

The Mount Mary University Emergency Response Plan shall be subordinate to local, state or federal plans or actions during a disaster declaration by those authorities.

This plan may be activated in response to a regional or national crisis that affects the university. Any emergency that affects the students, faculty and/or staff is considered a university emergency.

This plan will assist faculty, staff and students to successfully cope with campus critical incidents and emergencies. The overall ability of university personnel to respond to any incident will rely primarily upon preplanned procedures and incident action plans.

The Emergency Response Plan guides preparedness, response, recovery and mitigation actions and may be activated during any of the following incidents, which may include, but are not limited to:

- Armed intruder situations
- Bomb threats
- Chemical, biological, hazardous material, explosive incidents
- Civil disorder/disturbances
- Cyber attacks
- Fires
- Floods
- Medical emergencies: mass casualties, pandemic threats
- Snow/Ice emergencies
- Structural collapse
- Tornados
- Utility emergencies
- Workplace violence

### ***Authority***

This plan is disseminated under the authority of the President of Mount Mary University and the President's Council.

### ***Intent***

It is the intent of Mount Mary University is to respond to emergency situations in and around the university in a safe, coordinated and timely manner.

### ***Responsibility***

The plan and the maintenance thereof are the responsibility of Mount Mary University Public Safety. The plan is to be reviewed and revised on an annual basis or as necessary.

The plan is distributed and available to all university faculty members, staff and students through hard copy, electronic communication and/or Intranet Web site, in compliance with the Clery Act. Faculty, staff and students will be reminded of the existence of the plan every September, via e-mail and student orientation materials, as well as during faculty/staff orientation.

## II. CRITICAL INCIDENT EMERGENCY RESPONSE

The university's emergency plan provides a realistic approach to the problems likely to be encountered on campus during a critical incident. However, keep in mind the following:

- **An emergency may occur at any time**

A critical incident, crisis or disaster may occur at any time of the day or night, weekend or holiday, and with little or no warning.

- **Most incidents are handled locally**

Almost all incidents are handled locally, but some incidents may require the support and resources of local, county, state, federal governments, and/or private institutions, non-governmental organizations and other entities.

- **Incident plans must be flexible**

The succession of events in any incident is not fully predictable; therefore, this Emergency Response Plan, devised prior to an event, will serve primarily as a guide or checklist, and may require modifications in the field to mitigate injuries, damages and/or to recover from the incident.

- **Outside resources or assistance may be delayed**

An emergency or a disaster may additionally affect residents within close proximity to the university. Therefore, city, county, state and federal emergency services or resources may not be immediately available. In such cases, the delivery of effective on-campus emergency services may typically be delayed.

- **Media events must be properly addressed**

Any incident that is likely to result in news media interest should be promptly reported to the Public Safety Department (414) 807-9560. Public Safety personnel shall then make the appropriate notifications to the Senior Director of Marketing and Communications. The accurate assessment of received information and its accurate reporting to all will negate the spread of unfounded rumors, panic and the effects of misinformation.

- **Operational requirements must be sustainable**

During any incident which is perceived to require operations for longer than 24 hours, at the discretion of the President of the university or her designees, impacted personnel may be assigned extended work hours with cancellation of vacations, holidays or regular time off from work shift assignments, as appropriate.

- **Communications are likely to be disrupted or compromised**

During an emergency or disaster, there is a likelihood of the disruption of communications due to damage to related infrastructure or by the burdens placed on communications due to high levels of usage. This is especially true of cellular telephones.

## III. Definitions of Emergencies

*A Campus Emergency* is defined as any act or event that presents conditions that impact the ability of the university to function; that could have significant potential for loss, damage or injury; or that could present imminent danger to one or more persons. Such conditions or events require a quick response and rapid, informed decision making by the university leadership.

**Minor Event:** Any incident that does not seriously affect the overall functionality of the university, such as a minor power outage or facility problem. This type of event would involve the notification and alert of selected university officials, as dictated by the scope and type of incident.

**Serious Emergency:** Any incident that affects an entire building; a key piece of equipment; or any other significant incident that has the potential to impact the operation of the university. Examples include a building fire or hazardous material spill confined to one building; a serious injury or death on campus; a violent criminal act that has occurred or is in progress on campus.

**Crisis:** Any event that has already, or has the potential to seriously impair or halt the operation of the university. Outside emergency services will in all likelihood be involved in this type of event.

## IV. MANAGEMENT OF EMERGENCY OPERATIONS

### National Incident Management System (NIMS)

In response to attacks on September 11, 2001, President George W. Bush issued Homeland Security Directive 5 (HSPD-5) in February 2003.

HSPD-5 called for a National Incident Management System (NIMS) and identified steps for improved coordination of federal, state, local and private industry response to incidents and described the way these agencies will prepare for such a response.

NIMS provides a consistent nationwide template to enable federal, state, local and private-sector and non-governmental organizations to work together effectively and efficiently to prepare for, prevent, respond to and recover from domestic incidents, regardless of cause, size or complexity, including but not limited to, acts of catastrophic terrorism. One of the key features of NIMS is the Incident Command System (ICS).

The ICS provides an organizational structure capable of responding to all levels of emergencies from simple to complex. It is a standardized, on-scene, all-hazard incident management concept that provides the flexibility to respond to an incident as it escalates in severity. The purpose of ICS is to:

1. Provide an organizational structure that can grow rapidly in response to the requirements of the emergency.
2. Provide the incident commander with the control necessary to direct and coordinate all operations and all agencies responding to the incident.
3. Assign employees with reasonable expertise and training to critical functions without loss of precious time.
4. Activate only those personnel needed to manage a particular incident or level of incident.
5. Promote proper span of control and unity of command.

The organizational structure of the ICS may not resemble the day-to-day organization of the university. Employees in various departments activated under ICS (i.e., Maintenance, Public Safety, Communications and Student Affairs, etc.) may report to supervisors to whom they do not usually have a reporting relationship. Furthermore, as the severity of the incident increases, assignments may change in the ICS organizational structure. This means that an employee's position in the ICS may change during the course of a single incident.

## Command Authority and Reporting Structure

In order to generate a rapid internal response, the Incident Commander of the university or her designee will activate ICS immediately following an assessment of the seriousness of the incident. In any critical incident, the first responder from Public Safety will assume the role of incident commander. They will continue to exercise incident command authority until relieved by someone of higher rank in the Public Safety Department or Incident Command System.

## Critical Incident Activation

The President (or her designee) will determine whether an occurrence will be declared a critical incident. A critical incident is one that requires immediate action to ensure a safe environment, and to ensure the maintenance or restoration of university operations.

1. The declaration of a critical incident will specify the location of the Command Center for that particular incident. The physical location of the Command Center can vary due to the unique circumstances of an incident, but in most cases will be in the Public Safety office (Bergstrom 79).

Alternate sites:

- Alumnae Conference Center
  - Haggerty Library 016 Teaching Innovation Center
2. The President will notify the President's Council members that a critical incident has been declared.
  3. The President's Council may be asked to meet to take whatever actions are deemed appropriate.
  4. The critical incident activation will also prompt a notification to the entire campus community as soon as practical. The notification will be made by e-mail, Mount Mary Web site, and/or other appropriate methods (RAVE alert).

Unless unusual circumstances are present, a Level 1 (Minor Event) will generally not result in a Critical Incident Activation.

## V. EMERGENCY COMMUNICATION AND ACTION

In the event of any emergency, it is important to immediately call the Mount Mary Public Safety Department – extension 3333 (414-807-9560 from a non-campus telephone). Accurate and timely communication is critical to an effective emergency response. In the case of a crisis or serious emergency call 911 first followed immediately by a call to Public Safety.

An emergency call to the Public Safety Department will activate a response from the appropriate emergency responders (i.e. police, fire, or EMS). A critical aspect of an appropriate incident response is communication. Accurate reports from the scene of an incident are essential to providing appropriate emergency services. Also, the campus community needs to receive up-to-date instructions concerning emergency response and news of the incident.

## Role of Faculty/Staff

Every Mount Mary University staff and faculty member should read the university's Emergency Response Plan to familiarize themselves with the emergency procedures. Employees must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action.

Employees must be aware that the Director of Marketing and Communications is responsible for coordinating and disseminating all information related to a critical incident, especially information released to the news media.

Employees are not to discuss any aspect of a critical incident with members of the media or any external agency. This is intended to protect privacy and law enforcement efforts.

## Role of Department Heads/Directors

In an emergency situation, employees may be instructed to leave campus for the duration of the incident. However, due to differing department operating requirements this may not apply to all employees. Departments should identify in advance, which employees are considered essential and therefore exempt from general releases from work. These employees should be notified prior to an emergency situation of their unique responsibilities in response to an incident.

# VI. EMERGENCY SITUATIONS

## A. ACTIVE / ARMED SHOOTER AND WEAPONS

### ***If you witness any armed individual shooting at people on campus or hear gunshots:***

1. Immediately contact the Milwaukee Police Department by calling 911. Provide the 911 operator with as much information as you can. Do not hang up unless told to do so.
2. Notify MMU Public Safety if able to do so. Call extension 3333 if using a MMU campus phone. Call (414) 807-9560 if using a non-campus phone.
3. Police officers will likely be the first responders on the scene. As they move into an area or facility, rescue efforts will be delayed until the shooter is located and stopped.
4. To assist police, please stay calm and patient during this time. If you know the location of the suspect, provide the police with the location and/or description of the suspect.
5. If you encounter police, keep your hands empty and in plain view at all times. Do not speak to the officers until they speak to you. Listen to their instructions and do exactly what they say.
6. If you are evacuating, leave everything behind and do not carry anything that could be mistaken for a weapon.
7. Rescue teams will follow shortly after the first responding officers enter the building. They will attend to the injured and remove everyone safely from the area or building.

### ***If the shooter is outside the building:***

1. Proceed to a room that can be locked. Turn off all the lights. Close and lock all windows and doors.
2. Get all occupants on the floor and out of the line of gunfire. Also, ensure that no one is visible from outside the room.
3. One person in the room should call 911 and advise the 911 operator of the situation, including location.
4. Unfamiliar voices may belong to the shooter who is attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
5. Remain in place until law enforcement, emergency management and/or university officials give an all clear notification.

### ***If the shooter is inside the building:***

1. Lock the room if possible, or if you can, safely leave the building.
2. If your room cannot be locked, determine if there is a nearby location that can be reached safely and locked.
3. Lie on the floor or under a desk and remain quiet.

4. If it is possible to escape the area safely and avoid danger, do so by the nearest exit or window. Leave books, backpacks, purses, etc. in the room. As you exit the building, keep your hands above your head and listen for instructions that may be given by police officers on the outside. If you receive no instructions, proceed to an evacuation assembly point that is out of the danger area.
5. Contact 911. Report your name and location.
6. Remain calm, keep your hands up above your head and follow instructions. If an officer points a firearm at you, please try to remain calm. Make no movement that may cause the officer to mistake your actions for a threat. Remember, the officer does not know if you are involved in the incident or are a suspect at this point.
7. If you witness anything, tell the responding officers as much about what you know about the situation.
8. Wait for the police to come find you.

***If the shooter(s) enters your class or office:***

1. Call 911 if possible, and alert the 911 operator of the shooter's location. If you can't speak, leave the phone open so the 911 operator can listen to what is taking place.
2. If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter. After all other options have been exhausted, and as a very last resort, attempt to overcome the shooter with force if necessary.
3. If the shooter leaves your area and you are able to escape, proceed immediately to a safer place. Do not touch anything that is in the vicinity of the shooter.

***If you must move to another location:***

1. If you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind.
2. Move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to carry anything while fleeing.
3. Leave the wounded victims where they are and notify authorities of their location. Do not attempt to remove any injured persons.

***Assisting police officers*** – Police officers responding to an active shooter are trained to advance immediately to the area in which the shots were last heard. The first responding officers will normally be in teams. They may be dressed in regular patrol uniforms or they may be wearing external bulletproof vests, Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns, and might be using pepper spray or tear gas to control the situation.

1. Remain calm, do as the officers tell you, and do not be afraid of them.
2. Put down any bags or packages and keep your hands visible at all times.
3. If you know where the shooter is, tell the officers.
4. The first officers will not stop to help people as their primary purpose at this point is to locate and neutralize the threat. Rescue teams with medical personnel will follow later.
5. Until you are released, remain at whatever assembly point authorities designate. Be aware that police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.

***Weapons, combustible items, firearms, explosives, incendiary devices or any instrument which is capable of causing death, physical or property damage*** - If you observe or suspect any of the aforementioned items on campus property, stay calm and immediately call 911. Then, call MMU Public Safety at extension 3333 or (414) 807-9560 from a non-campus telephone).

Give the following information:

1. Name and description of individual in possession of weapon or device, if known.
2. Location of the weapon.

3. Whether the individual in possession of weapon or device has threatened anyone.
4. Any other details that may assist law enforcement in locating this individual.

**Lockdown procedures** - A lockdown is a temporary sheltering technique that converts any campus, building or room into a large safe area to limit exposure to an active shooter or other highly dangerous, ongoing incident. Lockdowns typically last for any amount of time between 30 minutes and several hours. When alerted, occupants of a building or room will lock all doors and windows not allowing entry or exit to anyone until an all clear notification has been issued by law enforcement, emergency management and/or university officials. A lockdown will be announced via the campus emergency notification system using RAVE Alert, e-mail, MMU Web site. Once the notice to lockdown is issued:

1. Direct all students, staff and visitors into rooms or enclosed buildings, ensure all persons are inside.
2. Follow instructions; remain calm.
3. Do not remain in open areas such as hallways or corridors. Go to the nearest classroom or office.
4. Account for everyone in the room or office.
5. Close and lock all doors and windows. If you cannot lock the door, barricade it with desks, chairs, etc.
6. Turn off all lights.
7. Move all persons away from windows and doors.
8. Occupants should remain seated below window level.
9. Remain quiet. Turn off all radios or other devices that emit sound. Silence cell phones.
10. If gunshots are heard, get on the floor and utilize heavy objects, such as tables, filing cabinets, etc. to hide under or behind.
11. If outdoors, seek nearby shelter (large trees, walls, vehicles, etc.) and wait for additional instructions from appropriate law enforcement or campus authorities.
12. Do not allow anyone outside of locked rooms until an all clear notification is given by law enforcement, emergency management and/or university officials.

## **B. BIOLOGICAL OR CHEMICAL ACCIDENT / HAZARDOUS MATERIAL**

1. Refer to the posted directions in each biological or chemical lab with regard to the location of spill kit and fire extinguisher.
2. Call Public Safety at extension 3333 (414-807-9560 from non-campus phone). If the type and location of hazardous material are known, report that information to Public Safety.
3. Evacuate to a designated area – close doors as you leave.
4. If confronted by MMU Public Safety, Police or Fire officials, follow their directives.

## **C. FIRE**

### ***In the event of a fire or smoke from a fire***

1. Pull fire alarm and call Public Safety at extension 3333, (414) 807-9560 from a non-campus phone).
2. Evacuate students and staff. Safely exit through doors. If door feels hot, do not open.
3. Protect yourself from smoke inhalation. If smoke is present, get low to floor to evade smoke.
4. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
5. Be aware of arrival of emergency responders. Public Safety or a designee will meet the fire department personnel and provide the location of the fire.
6. Take note of and report anyone missing.

7. Report missing persons to Public Safety immediately.

**If trapped by fire, notify the fire department by calling 911 and the Public Safety Department by calling extension 3333 or (414-807-9560).**

- Appropriate university officials may move students, faculty or staff to a relocation site if weather is inclement or building is damaged.
- Do not reenter buildings until they are declared safe by law enforcement, fire department and/or university officials.

## D. MEDICAL EMERGENCY

### *Serious injury or illness*

- Call Public Safety at extension 3333, (414) 807-9560 if calling from a non-campus phone. Public Safety will notify the fire department if immediate EMS response is needed.
- Give full attention to the victim(s).
- Do not attempt to move a person who is ill or injured unless he/she is in immediate danger of further injury.
- If possible, isolate the affected student/staff member. Disperse onlookers and keep others from congregating in the area.
- Check for vital signs. Initiate first aid and/or CPR, if you are trained.
- Check breathing. Is the airway clear? Is the victim in a position to facilitate breathing?
- Apply pressure on wound or elevate wound to help stop or slow bleeding.
- Protect yourself from body fluids. Use gloves if available.

## E. TORNADO OR SEVERE THUNDERSTORM

- Tornado / severe thunderstorm WATCH has been issued for the area.
- Monitor weather updates.
- Review tornado / severe thunderstorm warning procedures (below) and be prepared to take action.

### *If a Tornado WARNING has been issued or a tornado has been spotted near the campus.*

1. Immediately move to an interior hallway in the lowest level of your building, away from windows.
2. Do not close windows or doors as you leave.
3. If confronted by Public Safety Officers, follow their directives.
4. Remain in the shelter area until an "all clear" is given by University officials via RAVE alert system.

## F. SUICIDE OR THREAT OF SUICIDE

- Call Public Safety at extension 3333 if calling from an MMU campus phone, (414) 807-9560 from a non-campus telephone).
- Consider any student reference to suicide as serious.
- If it is safe for you to do so, do not leave the individual alone. Stay with the individual until help arrives.
- Try to calm the individual.
- Isolate the individual or the area, if possible.
- Initiate first aid if necessary.

## G. SUSPICIOUS INDIVIDUAL OR VEHICLE

- Call Public Safety at extension 3333 if calling from an MMU campus phone, (414) 807-9560 from a non-campus telephone).
- Note the individual's features, clothing, vehicle, where he/she is located in the building, whether he/she is carrying a weapon or package, etc. Give Public Safety a full description of the individual.

## H. BOMB THREAT

### *Procedures upon receiving a bomb threat*

- If a bomb threat is received by phone, complete the *Checklist for Telephone Threats* (see page 15).
- Preserve any evidence, i.e., if threat is written, place note in plastic bag, if one is available.
- Notify MMU Public Safety as soon as possible at extension 3333 (414) 807-9560 from a non-campus telephone).
- MMU Public Safety will notify law enforcement.
- Law enforcement, Public Safety and/or university officials may order evacuation of a room, building or the entire campus.

### *Scanning process considerations*

- Scan classrooms and common areas for suspicious items. Scans should be made by people who are familiar with the building. Assign staff to specific areas of responsibility with a building. Keep in mind that a bomb could be placed *anywhere* on school property — inside or outside.
- Any suspicious devices, packages, etc., should be pointed out to law enforcement, Public Safety and/or university officials. Do not touch or move the suspicious item.
- Once a device is located, police officers will take over responsibility for it.

### *Evacuation considerations:*

- If a decision is made to evacuate, notify staff via phone system, hardwired PA system or by messenger. Do not use cell phones, radios or fire alarm system because of risk of activating a device.
- While notification is being made, other staff should survey the grounds to clear exits and areas where students and staff will be going. Exit routes should be altered accordingly if the location of the device is known.
- When evacuating, leave everything as is. Leave room doors unlocked.

## I. HOSTAGE

### *Witness to a hostage situation*

- Call 911. Give the police dispatcher details of situation.
- Call Public Safety at extension 3333 if calling from an MMU campus phone. Call (414) 807-9560 if calling from a non-campus phone.
- Responding law enforcement officers will take control of hostage scene.

### *If you are taken hostage*

- Cooperate with hostage taker to the fullest extent possible.
- Do not argue with the hostage taker or say anything that could increase the hostage taker's anxiety level.
- Try not to panic.

## J. PHYSICAL ASSAULT/FIGHT/THREAT

1. Call Public Safety at extension 3333 (414) 807-9560 from a non-campus telephone).
2. If victim requires medical attention, follow *Medical Emergency* procedures on page 11.

## K. CIVIL UNREST/DEMONSTRATION

1. Notify Public Safety at extension 3333 (414) 807-9560 from a non-campus telephone).
2. Public Safety will respond and notify law enforcement, if necessary.

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# CHECKLIST FOR TELEPHONE THREAT

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KEEP CALM: Do not get excited or excite others.

Time call received and ended:

EXACT WORDS OF CALLER: \_\_\_\_\_

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## Questions you should ask the caller:

Where is the bomb/chemical or other hazard?

When will it explode/be activated?

What kind of bomb/hazard is it?

What will cause it to explode?

What is your name?

Did you place the bomb/hazard? WHY?

If voice is familiar, who did it sound like? \_\_\_\_\_

Did caller indicate knowledge of the building? Give specifics:

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Person receiving call: \_\_\_\_\_

Phone number where call received: \_\_\_\_\_

**Caller Identification:**  Male  Female  Adult  Juvenile Age: \_\_\_\_\_

- **Call Origin** – Local  Long Distance  Internal  Cell Phone
- **Caller's Voice** – Note pattern of speech, type of voice, tone. **Check all that apply.**  
Calm Excited Loud Soft Deep Nasal Raspy Distinct Slurred Normal Crying Laughter  
Slow Rapid Disguised Accent Lisp Stutter Drunken Familiar Incoherent Deep Breathing

- **Background Sounds** – Check all that apply.

Voices	Airplanes	Street noises	Trains	Quiet	Bells
Clear	Static	Animals	Party	Vehicles	Horns
House noises	PA system	Music	Factory machines	Motor	Phone booth

Other, Please Specify \_\_\_\_\_

- **Threat language** – Check all that apply.

Well-spoken Foul Taped Incoherent Irrational Message read from script

# V. CAMPUS EMERGENCY RESPONSE PROCEDURES

## EVACUATION PROCEDURES

1. Law enforcement, fire department and/or Public Safety initiate evacuation procedures.
2. Evacuation routes may be specified according to the type of emergency. They may need to be changed for safety reasons.
3. Suspected Bombs: Public Safety and/or law enforcement officials notify staff of evacuation route dictated by known or suspected location of a device.
4. Fire: Follow primary routes unless blocked by smoke or fire. Know an alternate route.
5. Chemical spill: Total avoidance of hazardous materials may require alternate routes. Plan your route accordingly.
6. Take note of and report anyone missing.
7. Do not lock classroom doors when leaving.
8. When outside the building, account for all students and employees. Immediately inform Public Safety of any missing individuals.

## LOCKDOWN PROCEDURES

A lockdown is a temporary sheltering technique that converts any campus, building or room in to a large safe area to limit exposure to an active shooter or other highly dangerous, ongoing incident. Lockdowns typically last for any amount of time between 30 minutes and several hours. When alerted, occupants of a building or room will lock all doors and windows not allowing entry or exit to anyone until an all clear notification has been issued by law enforcement, public safety or other university officials.

A lockdown will be announced via the emergency notification system (RAVE Alert), e-mail, MMU Web site, text message, or voice calling. Once the notice to lockdown is issued:

- a. Direct all students, staff and visitors into rooms or enclosed buildings, ensure all persons are inside.
- b. Follow instructions; remain calm.
- c. Do not remain in open areas such as hallways or corridors. Go to the nearest classroom or office.
- d. Account for everyone in the room or office.
- e. Close and lock all doors and windows. If you cannot lock the door, barricade it with desks, chairs, etc.
- f. Turn off all lights.
- g. Move all persons away from windows and doors.
- h. Occupants should remain seated below window level.
- i. Remain silent. Turn off all radios or other devices that emit sound. Silence cell phones.
- j. If gunshots are heard, get on the floor and utilize heavy objects, such as tables, filing cabinets, etc. to hide under or behind.
- k. If outdoors, seek nearby shelter (large trees, walls, vehicles, etc.) and wait for additional instructions from appropriate law enforcement or campus authorities.
- l. Do not allow anyone outside of locked rooms until an all clear notification is given by law enforcement, emergency management and/or university officials.

## SHELTER IN PLACE PROCEDURES

1. Sheltering in place provides refuge in designated areas of a building(s). Sheltering in place is used when evacuation would put people at risk (i.e., tornado, environmental hazard, blocked evacuation route, etc.).
2. Public Safety will announce that students and staff must go to shelter areas.
3. Bring all persons inside building(s).
4. Take note of and report anyone missing.
5. Close all exterior doors and windows, if appropriate.
6. Stay in room and close door. Keep air as clean as possible:
  - a. Seal door.
  - b. Open or close windows as appropriate.
  - c. Limit movement and talking in room.
7. All persons remain in shelter areas until law enforcement and/or university officials declare that it is safe to leave.

## VI. CRITICAL INCIDENT DUTIES AND RESPONSIBILITIES

The duties and responsibilities related to managing a critical incident are outlined below. The titles and duties of these positions are consistent with established emergency management guidelines so as to respond to an emergency or disaster on or near the MMU campus. It is critical that backup staff members are assigned to each function and are properly trained in the event that the primary staff person is unavailable.

### COMMAND STAFF

#### INCIDENT COMMANDER

This is the person who has executive authority for implementing and monitoring the university's emergency response plan. The incident commander has overall control of the incident; activates the emergency response plan; assesses the threat; orders protective measures such as a building or campus lockdown, evacuation, or shelter-in-place; and requests outside resources. The incident commander will be briefed by the section chiefs as the central point of information with which to make appropriate large-scale decisions as needed. As the person who is in overall command of the university's response, he or she should generally remain at the "command post" at all times.

- PRIMARY PERSON: Dr. Christine Pharr, University President
- ALTERNATE PERSON: Paul Leshok, Director of Public Safety
- President's Council Members

#### SAFETY AND LIAISON OFFICER

This is the person who oversees all public safety response (MMU's level of first responders) to the emergency at hand. This includes assessing the situation, securing the area, evacuation if appropriate, first aid, and the coordination of the initial public emergency responders (police and fire department, EMS, etc.). This person is the primary contact for supporting agencies assisting at an incident.

- PRIMARY PERSON: Paul Leshok, Director of Public Safety
- ALTERNATE PERSON: Director of Public Safety Designee

#### PUBLIC INFORMATION OFFICER

This is the person who oversees all official information and communication statements necessary in a campus emergency. This includes immediate notification (if prudent) of students, faculty and staff internally with instructions and information concerning an emergency (via e-mail, phone, Web site notifications, text messages, announcements, etc.). It also includes official external communications such as official public statements and interaction with the media.

- PRIMARY PERSON: Kathy Van Zeeland, Director for University Marketing and Communications
- ALTERNATE PERSON: Pam Owens, Vice President for Alumnae and Donor Relations

## SECTION CHIEFS

### OPERATIONS CHIEF

This is the person who oversees the incident's plan of action, and puts into action the actual details of the emergency plan that has been decided upon by the incident commander. The operations chief delegates and coordinates responsibilities to implement the plan as directed by the incident commander and adjust it, as needed, depending on the circumstances at hand. The operations chief oversees various branches of MMU's emergency response plan to include the action plan coordinator and student affairs coordinator, and supervises all response resources.

- PRIMARY PERSON: Karen Friedlen, Vice President of Academic and Student Affairs
- ALTERNATE PERSON: Sarah Olejniczak, Dean for Student Affairs

### LOGISTICS CHIEF

This is the person who oversees all support services on a large scale that may be needed in an emergency situation. Support services include resources that support the university's plan of action to address the incident. The logistics chief oversees various branches of MMU's infrastructure in an emergency to include: facilities, information technology (hardware), and transportation.

- PRIMARY PERSON: Robert O'Keefe, Vice President of Finance and Administration
- ALTERNATE PERSON: David Wegener, Vice President of Enrollment Services

## COORDINATORS

### ACTION PLAN COORDINATOR

This position reports to the operations chief. The action plan coordinator is responsible for contacting areas on behalf of the operations chief to ensure that the action plan is put into motion. This person will coordinate details of the action plan as directed by the operations chief.

- PRIMARY PERSON: Cheryl Bailey, Dean-School of Natural and Health Sciences Education  
Barbara Armstrong, Dean-School of Arts and Design, Business  
Wendy Weaver, Dean-School of Humanities, Social Sciences and Interdisciplinary Studies
- ALTERNATE PERSON: One of the Deans

### STUDENT AFFAIRS COORDINATOR

This position reports to the operations chief. The student affairs coordinator is responsible for coordinating the safety and movement of students at MMU in an emergency situation as part of the emergency response plan. This person will work with the finance/administration chief to get a headcount of students on campus at the time of the emergency. This position provides assistance in getting information to the students (in conjunction with the communications coordinator) concerning where they should report to. The student affairs coordinator oversees the physical location for students (moving them to another location or finding safe space for them on or off campus). This role often involves direct contact with the student body as the action plan unfolds.

- PRIMARY PERSON: Sarah Olejniczak, Dean of Student Affairs
- ALTERNATE PERSON: Julie Schneider, Director of Student Engagement

#### FACILITIES COORDINATOR

This position reports to the logistics chief. The facilities coordinator is responsible for ensuring that MMU's facilities infrastructure is checked and functioning as well as possible given the emergency situation.

- PRIMARY PERSON: Gary Koenen, Director of Buildings and Grounds
- ALTERNATE PERSON: Event Coordinator

#### COMMUNICATIONS COORDINATOR

This position reports to the logistics chief. The communications coordinator is responsible for ensuring that MMU's communications infrastructure is functional (telephones (cell and landline), e mail, internet, etc.) for MMU emergency responders.

- PRIMARY PERSON: Marc Belanger, Director of Information Technology
- ALTERNATE PERSON: David Smith, Information Technology Designee

#### TRANSPORTATION COORDINATOR

This position reports to the logistics chief. This person is responsible for MMU's vehicle fleet (vans, cars, facilities vehicles), ensuring available transportation if needed.

- PRIMARY PERSON: Events Coordinator
- ALTERNATE PERSON: Events Assistant

#### HUMAN RESOURCES COORDINATOR

This position reports to the finance/administration chief. The human resources coordinator is responsible for obtaining information relative to MMU's faculty and staff that may be on the scene and affected by the emergency situation.

- PRIMARY PERSON: Alisa Bendickson, Director of Human Resources
- ALTERNATE PERSON: Human Resources Coordinator

#### REGISTRAR COORDINATOR

This position reports to the Vice President for Academic and Student Affairs. The registrar coordinator is responsible for obtaining information relative to MMU's students who may be on the scene and affected by the emergency situation.

- PRIMARY PERSON: Mary Karr, Registrar
- ALTERNATE PERSON: Yassi Blackmon, Assistant Registrar